

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
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Hello. My name is Mark Graves. I am from Austin, Texas. Let's see. I would like to speak about video relay service. I grew up in a deaf family and used TTY and back in those days, it was great when we got the TTY and we were able to access phone services. But the VRS is such a blessing. TTY services impact communication. And you lose the emotional affect of whatever you are trying to say and then sometimes, you know, leaning over the TTY causes neck problems. Your hands freeze up. So it's erg no, ma'am Chicago uncomfortable. With video relay, I can communicate in my language. I can sit up straight, use American Sign Language. TTY, I just feel like I have no connection to the other person on the other end. VRS and video communication, that is not the case at all. I was satisfied. I was thrilled when we started getting video phones and VRS was prominent. As the years have passed at this point and VRS services have expanded greatly, the community interpreting services are seeing a lack in quality interpreters because all of the quality interpreters have gone over to service video relay calls. I think that's great for VRS but it is to the detriment of the interpreting community and that's a consideration that needs to be taken into account. We need more community interpreters if we are going to put them in the VRS.

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